

Project Closeout Report

Project Name: EBT Re-Procurement Project

Agency: Department of Human Services

Business Unit/Program Area: Economic Assistance – Food Assistance

Project Sponsor: Arlene Dura and Jenny Witham

Project Manager: Val Brostrom

Project Objectives	Measurements	
	Met/ Not Met	Description
Reduce transaction costs	Met	The CPCM (cost per case month) will be less than what DHS is currently paying
Implement new equipment with minimal disruption to service.	Met	Stores will have less than 5% downtime during the transition.
Maintain current level of customer service during the transition to a new vendor.	Met	Keep the number of client complaints received during the procurement process to current levels or lower.

Schedule Objectives			
Met/ Not Met	Scheduled Completion Date	Actual Completion Date	Variance
Met	8/10/09	6/19/09	-3.1%

Budget Objectives			
Met/ Not Met	Baseline Budget	Actual Expenditures	Variance
Met	\$320,000	\$130,277.60	-59% from original baseline budget. -2.5% from final baseline budget

Major Scope Changes
We did not have any major scope changes on this project.

Lessons Learned
<ul style="list-style-type: none"> • It was well worth it to have a consultant involved. • Having South Dakota involved in writing the RFP was very helpful. • If needing to reprocure again, North Dakota will do it on their own. If the RFP was written with another state, there would be a clause that each state could choose a different vendor. • Working with South Dakota did cause some delays. • We should have been more assertive about getting the reports in the format we desired. • Having the custom SIT report created has made the daily reconciliation much easier. • Utilizing self-training instead of face-to-face training proved to be effective and cost efficient. • Document all budget items so they are available for a future reprocurement as there was nothing available from the original procurement.

Success Story
The conversion weekend went as planned with a very minor delay in the down time. The total down time was approximately six hours during early morning Sunday hours. There were about fifty manual vouchers between

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North and South Dakota that were issued during this down time.

There were significant cost savings obtained. The cost per case month (cpcm) was decreased by \$1.87 per cpcm or 64%. The state pays 6% of this cost, the federal government pays 50%, and the counties are responsible for the remainder. As a result, the savings is also passed on to the counties.